Department of Defense
Defense Manpower Data Center
Systems Lifecycle Management
Information Technology Support Services

IT Asset Management
Standard Operating Procedures

Version 2.0

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Record of Acceptance/Approval

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1 Introduction

Asset Management is a standard accountancy process concerned with maintaining details of assets above a certain value and their depreciation. Asset Management systems may include information on the values, current ownership and location of assets in the UAPM Asset Repository but, unlike Configuration Management, will not record configuration attributes or the relationships between assets or performance histories through associated service desk records.

The procedures found in this document define those steps that will be used to ensure compliance with Department of Defense asset management standards.

2 Objective

The overall goal of the DMDC Asset Management Process Standard is to bring about a standardized process methodology such that all IT assets may be acted on in an efficient and timely manner to effectively maintain the accuracy and completeness of the DMDC asset repository.

3 IT Asset Lifecycle Processes

DMDC assets are managed from the point they enter the DMDC environment until the time they are disposed of (excessed). Asset Management is engaged through the following processes:

- Procurement process – obtain new assets
- New Asset Registration subprocess – update CMDB for newly procured assets
- Transfer process – move assets within DMDC (site to site)
- Excess process – dispose of assets at end of life
- Excess Asset registration subprocess – update CMDB for disposed assets

3.1 Procurement Process

New assets enter the DMDC environment by way of the Procurement Process. The process is briefly summarized below. The procedural details of this process can be found **here.**

1. When new equipment is needed by STS, a Government Purchase Card (GPC) or Procurement Request and Funding (PR&F) Form is filled out and attached it to a USD Service Request (SR), along with one or more vendor quotes:
2. The SR is transferred to the Requestor's Branch Director and then to the Division Director for review and approval.
3. Once approved, the Division Director (or Deputy) creates an "I Need" request, and transfers the SR to the Asset Manager for processing.
4. After the "I Need" request has been approved, it is forwarded to the BOM for processing and fulfillment.

5. The Asset Manager receives the SR, and determines whether the assets listed on the procurement form need to be registered in the CMDB, or whether only confirmation of receipt is required. A child ticket is created with instructions to the Asset Recipient for next steps required.

    a. Receipt Confirmation only - when consumable assets are received, the person receiving the assets will sign and date the packing slip, scan and attach it to the child ticket, and transfer the ticket to the Asset Manager for closure. At present, consumables are not tracked in the CMDB, but are tracked locally at each DMDC site by the Desktop team.

    b. Receipt Confirmation and New Asset Registration - fixed assets require Receipt Confirmation and New Asset Registration. When fixed assets are received, the asset recipient signs and dates the packing slip, scans and attaches it to the child ticket, and transfer the ticket to the Asset Manager. At that point, the Asset Manager works with the Asset Recipient to complete the New Asset Registration Subprocess (3.1.1).

3.1.1 New Asset Registration Subprocess

The New Asset Registration subprocess is engaged when fixed assets are received into the DMDC environment, and is the means by which fixed assets are tagged with barcode asset tags, and asset records are created in the CMDB.

When the child ticket is reassigned to the Asset Manager, the ticket contains a packing slip that contains the serial numbers of the items that were received at DMDC. The Asset Manager works with the Asset Recipient to attach a barcode inventory tag to each asset and complete the asset registration data spreadsheet. Figure 1 shows the asset registration spreadsheet template.

Required	Required	Required	Required	Required	Required	Required	Optional	Required	Required	Optional	Optional	Optional	Optional	Optional
USD Ticket# for Procurement	Date Received	Site	Manufacturer	Model Name	Serial Number	Inventory Tag	Asset Type	Asset Class	Primary Contact	PO Number	Requisition ID (help desk ticket number)	Purchase Date	Ship Date	Maintenance Vendor

Figure 1

The asset registration spreadsheet template may be found **here**

When complete, the spreadsheet file is attached to the child ticket for documentation purposes. The Asset Manager is responsible for ensuring that the asset records are created in the CMDB. Records may be created manually or, if the number of records is numerous, the spreadsheet file may be attached to a USD Service Request, which is assigned to the Tools team. The Tools team will then use the spreadsheet to import the data into new records en masse. When this ticket is closed by the Tools team, the Asset Manager verifies the records are correct, and closes the Asset Registration ticket.

3.2 Asset Transfer Process

Assets may also move within DMDC from one DMDC site to another via the Transfer process. This process involves the preparation and shipment of assets from one site, receipt of assets at another, and updating asset records in the CMDB. These activities are documented from beginning to end in a USD Service Request.

The Transfer process involves the following procedures:

- Creating a USD Service Request
- Filling out a Chain of Custody Record – this document can be found here
- Shipping the assets to the receiving site
- Updating the CMDB
- Verifying assets received and updating the Request ticket

3.2.1 Creating a USD Service Request

The Service Request ticket is initiated by the individual sending assets to a remote DMDC site. When the shipment is shipped, the sender and advises the recipient of the tracking number and reassigns the ticket to the recipient.

The Request ticket needs to be filled out documenting who the assets are being shipped to and what is being shipped.

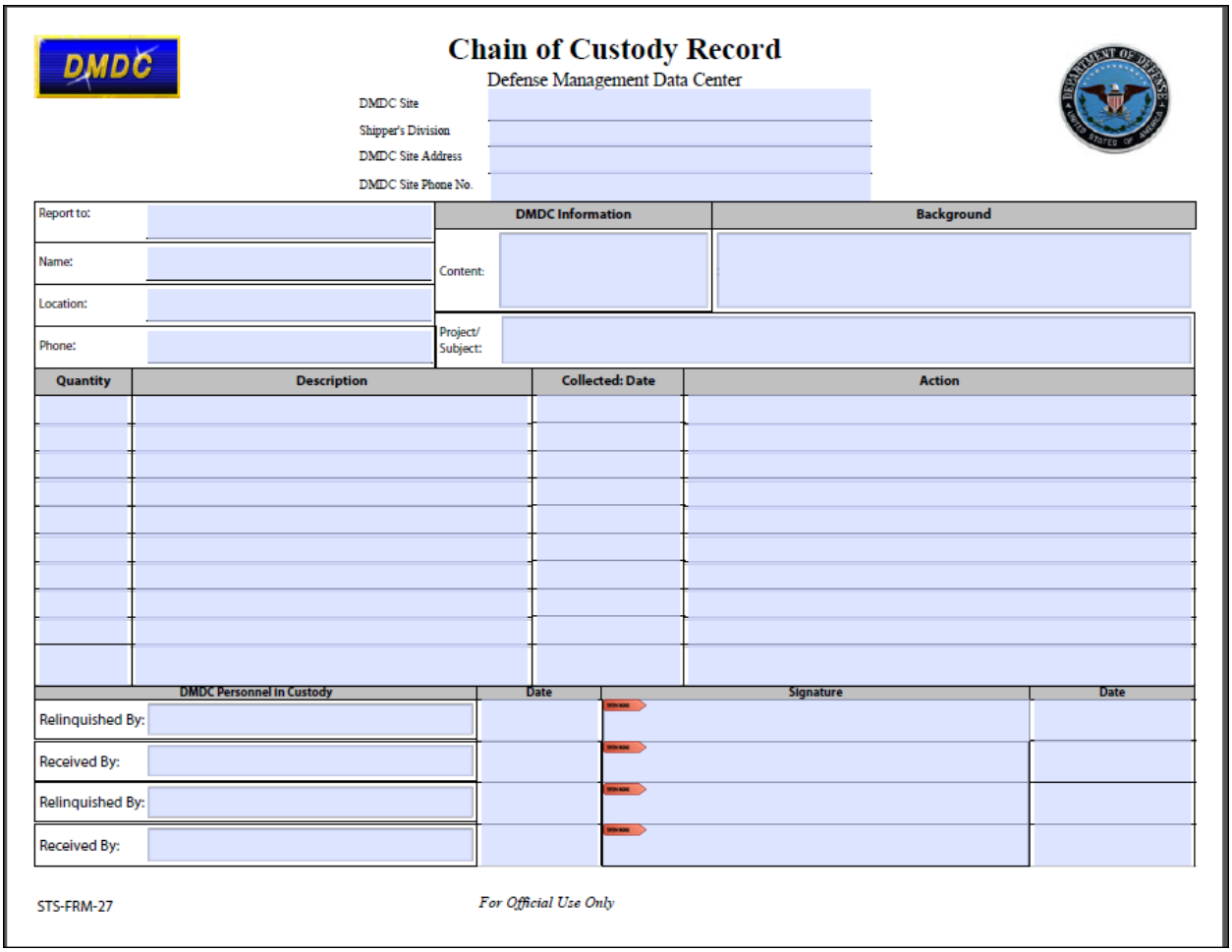
Table 1 below shows the field values needed to create an Asset Transfer ticket in USD.

Affected End User	Asset Manager
Assignee	The person receiving the assets
Request Area	Tracking.AssetMgmt
Summary	Enter “Asset Transfer: (shipping site) to (receiving site)
Description	Enter quantity and type of assets (ex. 10 monitors)

Table 1

3.2.2 Filling Out the Chain of Custody Record

The asset data for each item shipped is recorded electronically into a Chain of Custody Record. Use one line per serial number – more than one page may be needed. Figure 2 shows a sample of the form.



Chain of Custody Record

Defense Management Data Center

DMDC Site
Shipper's Division
DMDC Site Address
DMDC Site Phone No.

Report to:		DMDC Information	Background
Name:		Content:	
Location:			
Phone:		Project/ Subject:	

Quantity	Description	Collected: Date	Action

DMDC Personnel In Custody		Date	Signature	Date
Relinquished By:				
Received By:				
Relinquished By:				
Received By:				

STS-FRM-27

For Official Use Only

Figure 2

Once the form has been filled out, it must be:

1. Printed, signed, and dated at the first "Relinquished By:" box

2. Placed in one of the boxes that the assets are contained in, or securely attached to one of the assets in the shipment.

Table 2 below describes the data that needs to be entered in the Chain of Custody Record fields:

DMDC Site	The site the assets are being shipped FROM
Shipper's Division	The division of the person responsible for shipping the assets
DMDC Site Address	The address the assets are being shipped FROM
DMDC Site Phone No.	The phone number of the person shipping the assets
Report To	The gov't employee at the SHIP FROM site who authorized the shipment
Name	The name of the person responsible for shipping the assets
Location	The City and State the assets are being shipped FROM
Phone	The phone number of the person responsible for shipping the assets
Content	Summary of items shipped (ex. 3 servers)
Background	Any other pertinent asset information
Project/Subject	Reason the items are being shipped
Quantity	Enter "1" (one line for each serial number)
Description	Model, serial number and asset tag number
Collected Date	Date of shipment
Action	'Transfer asset from (shipping City, State) to (receiving City, State)"
Relinquished By	Shipper's name
Received By	Receiver's name

Table 2

3.2.3 Shipping the Assets to the Receiving Site

When the assets have been shipped, the shipper obtains a tracking number from the Mailroom, and notifies the recipient and the Asset Manager of the tracking number so they will know when to expect delivery. The shipper then assigns the Transfer ticket to the asset recipient.

3.2.4 Updating the CMDB

Once the asset data has been collected for the items being shipped, the CMDB is updated accordingly by the Asset Manager. Table 3 below shows which CMDB fields must be updated when assets are moved from site to site within DMDC.

Asset Name	Incorporate the new site in the naming convention
Location	The new site location
Floor Number	The floor number where inventory is kept prior to deployment
Room Number	The room number where inventory is kept prior to deployment
Contact	Name of responsible person or group receiving the assets
Service Status	(located on tab 4) Available
Notes	(Date): Shipped to (recipient) in (new location) on (date shipped) via Fedex (tracking number) per ticket (ticket number).

Table 3

3.2.5 Verifying Assets Received

When the recipient of the assets receives the shipment, they retrieve the Chain of Custody Record and verify the assets in each box with the items listed on the Chain of Custody Record. If the contents of the shipment match up with each item listed on the Chain of Custody Record, then the recipient signs the Chain of Custody in the "Received by" field under the 'Relinquished by" field and files the form for retention. If the assets contained in the shipment do not match what is documented on the Chain of Custody Record, then the recipient contacts the Asset Manager to report the discrepancy, and the Asset Manager will engage the asset recipient and asset sender (and the shipping company if necessary) and work with all parties until the matter is resolved.

After confirming the contents of the shipment, the asset recipient then verifies changes have been made correctly for each asset in the CMDB. If adjustments are required, then the asset recipient contacts the Asset Manager to resolve such anomalies and the Asset Manager then updates the affected records.

The recipient then updates the Activities section of the transfer Request ticket indicating reception of shipped asset and closes the ticket.

3.3 Excess Asset Registration subprocess

The Excess Asset Registration subprocess is engaged by Systems personnel when the Asset Manager is advised that an asset (or collection of assets) is to be decommissioned from production use, removed from active inventory status, and delivered to Operations Support for DRMO processing. This subprocess is comprised of the following procedures:

- Creating a USD Service Request
- Completing the Excessed Assets tracking spreadsheet
- Verifying the asset data and updating the CMDB

3.3.1 Creating a USD Service Request

The Service Request ticket is initiated by the Asset Manager when advised by the asset owner that one or more assets will be excessed.

1. Asset Manager is notified by the asset owner that one or more assets will be excessed.
2. Asset Manager creates a New Request from Template 149588 in USD.
3. Asset Manager attaches the Excesssed_Assets.xls tracking spreadsheet to newly generated Request ticket.
4. Asset Manager assigns Request to Systems staff responsible for tracking assets through Excess process.

3.3.2 Completing the Excessed Assets tracking spreadsheet

1. All required fields, such as serial number, must be filled out completely by Systems staff for each asset being excessed.
2. If the asset being excessed contains a hard drive, a DTID (Disposal Turn-In Document) number must be obtained from Operation Support.
   (Note: *Any tasks that Operations Support delivers to Systems staff that are excessing this asset must be carried out completely and accurately, or the DRMO process will not able to execute efficiently*. *Such tasks could be degaussing the hard drive, labeling asset components with documents provided by OS, etc. – these tasks are described in detail in section 3.4 - Excess process)*
3. Systems staff then attaches the completed tracking spreadsheet to the Request ticket.
4. Request ticket is then reassigned to the Asset Manager for review and processing.

3.3.3 Verifying the asset data and updating the CMDB

1. The Asset Manager verifies that all required fields are filled in with appropriate data.
2. If all entries are complete and acceptable, the Asset Manager updates each asset's corresponding record in the CMDB. Table 4 below shows which CMDB fields must be updated.
3. When each asset being excessed is completed, the Asset Manager closes the Request ticket. The assets are inactive and no longer part of Systems inventory.

Record Status	Inactive
Service Status	(tab 4) Disposed of
CI?	NO
Location	Delete all reference to location (site, floor, room, etc)
Contact	Delete all references to contact (may need to use “Update Contacts” button to remove any “Other Contacts” listed)

Table 4

Systems is responsible for collecting each asset decommissioned by the Excess Asset Registration process and delivering them to Operations Support for DRMO processing.

3.4 Excessed Asset Process

Once hardware assets have been registered as Excess in the CMDB, the Excess Process is the means by which hardware assets are prepared to be physically removed from the DMDC site and either shipped to a DRMO site or disposed in an on-site E-Waste bin. Systems is responsible for collecting assets that are to be disposed of and either delivering them to Operations Support for DRMO processing, or depositing them into an E-waste bin.

Two forms are required in order to send excessed hardware to DRMO. These forms are:

- DLA form 2500 (replaces old DLIS form #1867), Certification of Hard Drive Disposition.
- Issue Release/Secure Receipt. An AMPS account is required in order to file this form. Contact the POC's below according to the location of the asset(s) being excessed.
    - Seaside POC: Barbara Price
    - Mark Center/ East Coast POC: Greg Asma

The Excess process involves the following procedures:

- Filling out the shipping manifest
- Submitting the electronic request form to receive DTID number
- Preparing the equipment for shipping
- Turning in hard drives and magnetic media
- Disposing E-waste and other equipment such as the keyboard, mouse, cables, etc.
- Updating the CMDB

3.4.1 Filling out the shipping manifest

Seaside site: Contact Barbara Price (x4080) and notify her about any items being prepared for DRMO shipping, to obtain a DTID. Note that Ms. Price submits the electronic requests for all DRMO out of Seaside and prepares documentation for approval from DRMO to receive the excess equipment.

Mark Center and other East Coast sites: Contact Greg Asma (571-372-1028) to obtain a DTID. Mr. Asma submits electronic requests for all DRMO out of the Mark Center and prepares documentation for approval from DRMO to receive the excess equipment.

The Shipping manifest template and LSN table may be found here.

1. Take a general inventory of all excess and determine what goes to DRMO and what can go to E-waste (see section 3.4.5 for E-waste items).

2. For DRMO items, populate the Shipping Manifest template with item information—make, model, LSN, serial number, blue asset tag (former) or barcode asset tag (new). Figure 3 shows a populated shipping manifest.

3. Contact the local the AMPS account POC to receive a Disposal Turn-In Document (DTID) number.

a. DTID is composed of:

i. **DODAC** (which represents the shipping site, e.g. **H98259** for DMDCW)

ii. **Request number** (generated after drop-off submission, e.g. **3023**) and

iii. **Pallet number** (in this example, Pallet 3 is **0003**)

iv. **Item delineation** by Letter

Figure 3 shows an example where there are only two LSNs, first being a blank suffix and the second the letter **A**. If you have five different LSNs on a pallet, they would be identified up to letter **D**. Each letter corresponds to the correct LSN for that specific pallet.

4. The asset information will be used to update the appropriate records in the CMDB once the items have been shipped to DRMO.

5. Each pallet will contain a shipping manifest printout that identifies the pallet items.

	A	B	C	D	E	F	G	H
1	DTID	Item	Make	Model	LSN	Blue tag	Serial	Barcode
5	H98259-3023-0003	Workstation	Gateway	2000	7010DSWORKSTO	9708	9557156	
6	H98259-3023-0003	Workstation	Gateway	2000	7010DSWORKSTO	9687	9557194	
7	H98259-3023-0003A	Printer	HP	4600 hdn	7025DSLASERPR	22522	JPAKD10712	
8	H98259-3023-0003A	Printer	HP	4600 hdn	7025DSLASERPR	12521	JPCKF24248	
9	H98259-3023-0003A	Printer	HP	9500dn	7025DSLASERPR	26020	JPCBB10399	
10								

Figure 3

3.4.2 Scheduling a DRMO drop-off appointment

This procedure is performed by Barbara Price (Seaside site) and Greg Asma (Mark Center and East Coast sites)

1. Complete and submit an Issue Release/Receipt Document (DD 1348-1A) to DRMO.
2. Once the DD Form 1348-1A is approved, an appointment to deliver property to DRMO can be scheduled.
3. Advise the Requestor and the Asset Manager when the shipment has been sent to DRMO.

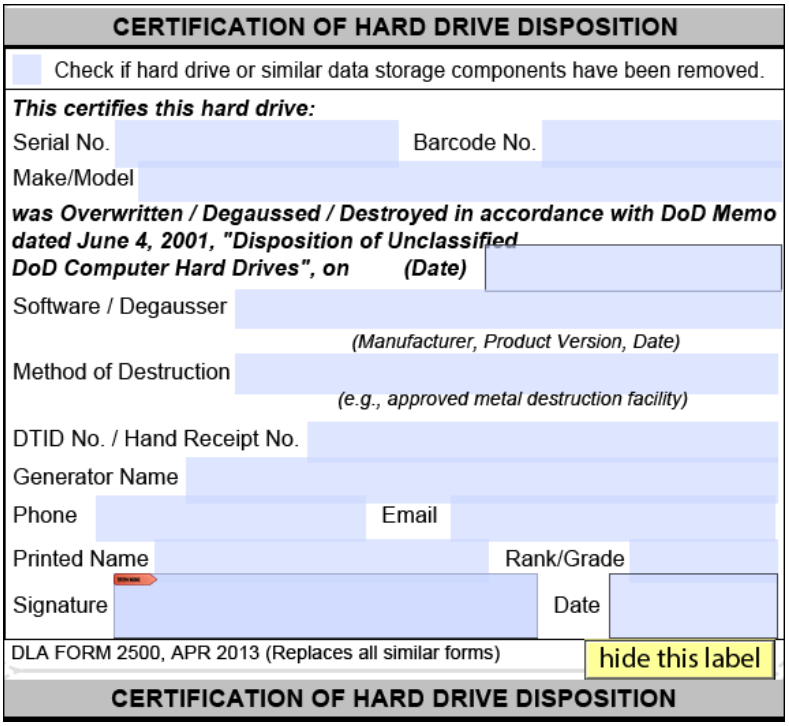
3.4.3 Preparing the equipment for shipping

Important: If the hard drive has been removed from any workstation, server, laptop or printer, **DLA form #2500 (See Figure 5) must be filled out and attached to the chassis**.

DLA Form 2500 can be found here.

Hard drive destruction must be documented separately (see 3.3.4 Turning in Hard Drives for breakdown of magnetic media destruction)

1. Secure data cards, CD-ROM media, back-up tapes, memory sticks, floppy disks, etc.
2. Remove hard drives:
    a. Hard drives must be degaussed and crimped, and boxed separately before sending to DRMO (see 3.3.4 Turning in Hard Drives for additional instructions).
3. Group all similar items by pallet in accordance with the shipping manifest.
4. Secure equipment to pallet(s) using shrink wrap.
5. Attach a printout of the pallet's shipping manifest to each pallet.



CERTIFICATION OF HARD DRIVE DISPOSITION

Check if hard drive or similar data storage components have been removed.

This certifies this hard drive:

Serial No. Barcode No.

Make/Model

was Overwritten / Degaussed / Destroyed in accordance with DoD Memo dated June 4, 2001, "Disposition of Unclassified DoD Computer Hard Drives", on (Date)

Software / Degausser

(Manufacturer, Product Version, Date)

Method of Destruction

(e.g., approved metal destruction facility)

DTID No. / Hand Receipt No.

Generator Name

Phone Email

Printed Name Rank/Grade

Signature Date

DLA FORM 2500, APR 2013 (Replaces all similar forms) hide this label

CERTIFICATION OF HARD DRIVE DISPOSITION

Figure 5: DLA Form 2500: Certification of Hard Drive Disposition

3.4.4 Turning in Hard Drives and other Magnetic Media

1. New hard drives inside unbroken packaging do not need any labels or certification.
2. **Hard drives that are going to be destroyed do not require DLA form 2500 to be filled out.**
    a. All hard drives that are being turned in to DRMO as scrap **must** be destroyed (degaussed and crimped) prior to being shipped.
3. All other magnetic media (including tapes) **must** be degaussed.
    a. Tapes and other magnetic media **must** be identified by unique LSN's and boxed separately.

<u>Keep like items together – MIXING MAY RESULT IN SHIPMENT BEING REJECTED</u>

3.4.5 Disposing E-Waste and Other Equipment

1. The following items can be classified as E-Waste and mixed together in the e-Waste bin:
    a. Keyboards, mice, cables, analog phones, miscellaneous computer components
2. The following items are E-Waste but must be grouped by item type, and may be palletized for ease of transport.
    a. Monitors, printers that do not contain hard drives
        i. CMDB must be updated for these items

3. Return empty toner cartridges to the mail room (Mark Center) or appropriate receptacle in the warehouse (Seaside). Non-HP toner must be placed in the appropriate recycling bin. HP toner boxes contain a return label that must be used to return the empty cartridge.
4. Blackberries and other mobile devices can be turned in to DRMO once their batteries have been removed.
5. Batteries should be placed in the appropriate "battery-only" disposal receptacle.